



Document details

< Back to results | 1 of 1

Export Download Print E-mail Save to PDF Add to List More... >

Full Text

View at Publisher

International Journal of Healthcare Management
2019

Assessing top management commitment , workforce management , and quality performance of Malaysian hospitals

(Article in press ?)

Ahmed, S.^a ✉, Manaf, N.H.A.^b, Islam, R.^b 👤

^aWorld School of Business, World University of Bangladesh, Dhanmondi, Bangladesh

^bDepartment of Business Administration, International Islamic University Malaysia, Kuala Lumpur, Malaysia

Abstract

View references (61)

The present study investigates top management commitment, workforce management and quality performance in Malaysian hospitals based on demographical information of the respondents. Aim of this study is to identify the difference or conformance on top management commitment, workforce management and quality performance of Malaysian hospitals with demographics such as gender, marital status, types of hospital and position. This study distributed 1007 self-administered survey questionnaires to hospital staff resulting in 438 useful responses with a 43.5% response rate. Research data were analysed based on reliability analysis, exploratory factor analysis (EFA), independent samples t-tests, one-way ANOVA and discriminant analysis using SPSS version 23. Findings of this study indicate that there is a significant difference between single and married hospital staff on workforce management of the Malaysian hospitals. Married respondent perceives workforce management more favourably compared to single. The findings also indicate that hospital nurses perceive workforce management and quality performance more favourably compared to other hospital staff (i.e. doctors, pharmacists, medical laboratory technologists). Moreover, this study conducted comparison analysis between public and private hospitals on top management commitment, workforce management, and quality performance. The research findings indicate that private hospitals have better top management commitment and workforce management compared to public hospitals in Malaysia. © 2019, © 2019 Informa UK Limited, trading as Taylor & Francis Group.

SciVal Topic Prominence ⓘ

Topic: Total quality management | Quality management | QM practices

Prominence percentile: 97.827



Author keywords

healthcare workforce

hospitals

Malaysia

quality performance

Top management commitment

Metrics ⓘ View all metrics >



PlumX Metrics

Usage, Captures, Mentions,
Social Media and Citations
beyond Scopus.

Cited by 0 documents

Inform me when this document
is cited in Scopus:

Set citation alert >

Set citation feed >

Related documents

Effect of Lean Six Sigma on
quality performance in Malaysian
hospitals

Ahmed, S. , Abd Manaf, N.H. ,
Islam, R.
(2018) *International Journal of
Health Care Quality Assurance*

Measuring quality performance
between public and private
hospitals in Malaysia

Ahmed, S. , Abd Manaf, N.H. ,
Islam, R.
(2017) *International Journal of
Quality and Service Sciences*

Measuring Lean Six Sigma and
quality performance for
healthcare organizations

Ahmed, S. , Abd Manaf, N.H. ,
Islam, R.
(2018) *International Journal of
Quality and Service Sciences*

View all related documents based
on references

Find more related documents in
Scopus based on:

ISSN: 20479700




Source Type: Journal

Original language: English

DOI: 10.1080/20479700.2019.1645380

Document Type: Article

Publisher: Taylor and Francis Ltd.

☐ All [Export](#)  [Print](#)  [E-mail](#)  [Save to PDF](#) [Create bibliography](#)

-
- ☐ 1 Donaldson, M.S., Corrigan, J.M., Kohn, L.T.
(2000) *To err is human: building a safer health system*. Cited 15489 times.
Washington (DC: National Academies Press
-
- ☐ 2 James, J.T.
A new, evidence-based estimate of patient harms associated with hospital care

(2013) *Journal of Patient Safety*, 9 (3), pp. 122-128. Cited 634 times.
doi: 10.1097/PTS.0b013e3182948a69

[View at Publisher](#)
-
- ☐ 3 Makary, M.A., Daniel, M.
Medical error-the third leading cause of death in the US

(2016) *BMJ (Online)*, 353, art. no. i2139. Cited 854 times.
<http://www.bmj.com/content/353/bmj.i2139.full.pdf>
doi: 10.1136/bmj.i2139

[View at Publisher](#)
-
- ☐ 4 Gurses, A.P., Carayon, P.
Performance obstacles of intensive care nurses

(2007) *Nursing Research*, 56 (3), pp. 185-194. Cited 86 times.
doi: 10.1097/01.NNR.0000270028.75112.00

[View at Publisher](#)
-
- ☐ 5 Rashid, M.
Developing scales to evaluate staff perception of the effects of the physical environment on patient comfort, patient safety, patient privacy, family integration with patient care, and staff working conditions in adult intensive care units: A pilot study

(2007) *Critical Care Nursing Quarterly*, 30 (3), pp. 271-283. Cited 18 times.
doi: 10.1097/01.CNQ.0000278928.52315.f3

[View at Publisher](#)
-
- ☐ 6 Kuehn, B.M.
Global shortage of health workers, brain drain stress developing countries

(2007) *Journal of the American Medical Association*, 298 (16), pp. 1853-1855. Cited 79 times.
<http://jama.ama-assn.org/cgi/reprint/298/16/1853>
doi: 10.1001/jama.298.16.1853

[View at Publisher](#)
-
- ☐ 7 Hassan, H., Saleh, N.M., Kamaluddin, A.
Exploring elements of human capital development of private hospitals in Malaysia: a qualitative approach
(2017) *e-Academia J*, 6 (1), pp. 167-177.
-